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Product Related Services

Activation of Support Pack & SolutionPack

BLP CATM PRS PPM

May 2017

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Support Pack Activation – General Information

1) The service acquired with a Support Pack or SolutionPack has to be **activated within 30 days** after their purchase by means of **registration at the Fujitsu Support Pack portal**
2) The registration process differs between the activation of individual SupportPacks HW/SW and the combined registration (bulk registration) of Support Packs and SolutionPacks for infrastructure configurations like Fujitsu Integrated Systems. Other than the general rule that Support Packs may be purchased within 90 days, the **bulk registration is possible only** if the products and related Support Packs are **ordered at the same time**.
3) Based on the activation key provided to the customer in a **Service Certificate**, it will be determined whether an individual service or the services for an infrastructure configuration have to be activated. The user will be guided through the subsequent steps accordingly:
   - Individual Registration
     - This process will start automatically if no infrastructure configuration has been identified.
     - Individual Registration can be used to register one or multiple Support Packs.
     - For each Support Pack, Fujitsu will provide a separate activation key to the customer
   - Bulk Registration
     - This process will start automatically if an infrastructure configuration has been identified. Fujitsu will provide one master key for the entire infrastructure configuration to the customer.
     - This process can - if desired - be changed by the user on Individual Activation.
   - In the following, the two registration processes are described in detail.

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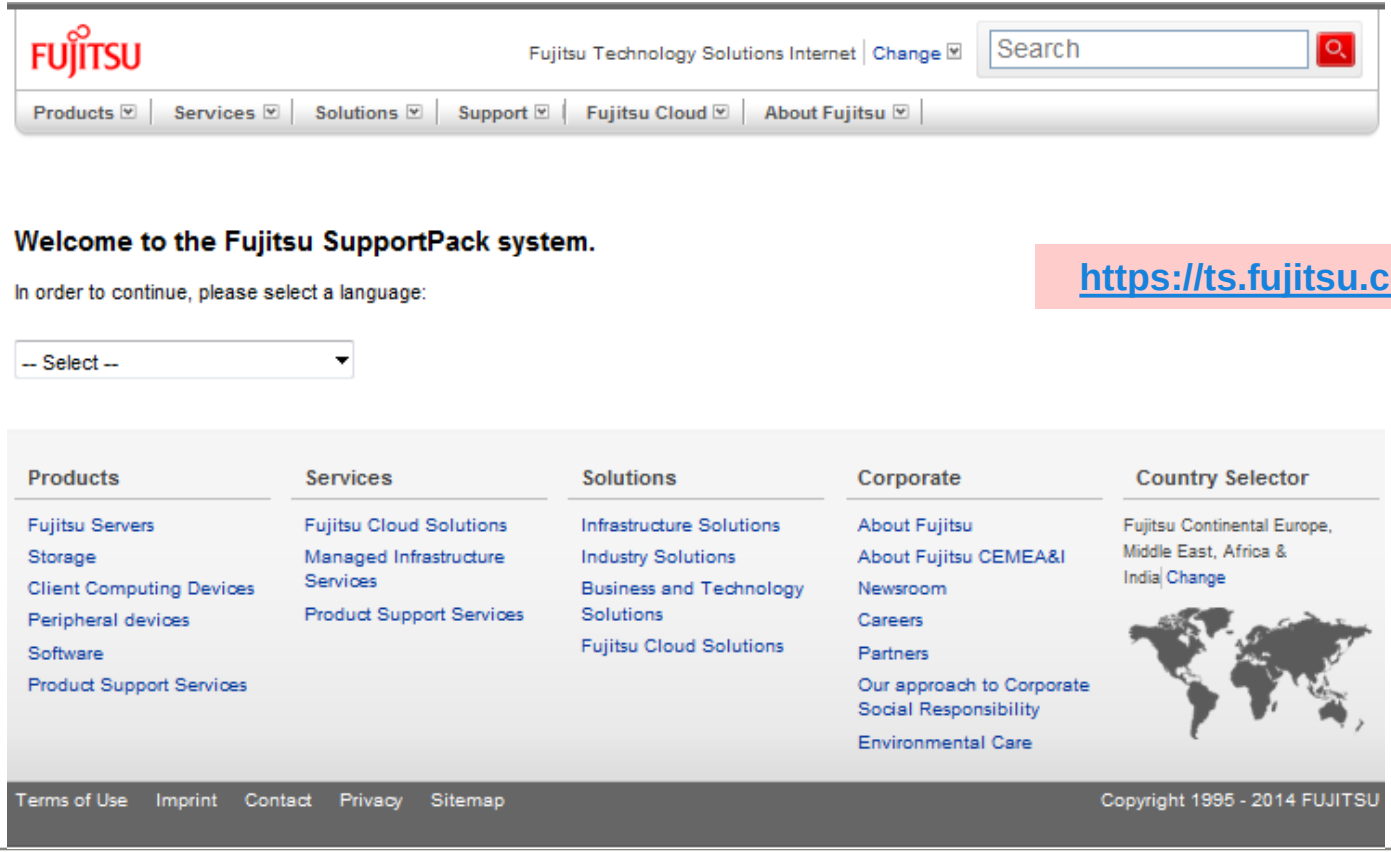
Fujitsu Support Pack Portal



https://ts.fujitsu.com/SupportPack/

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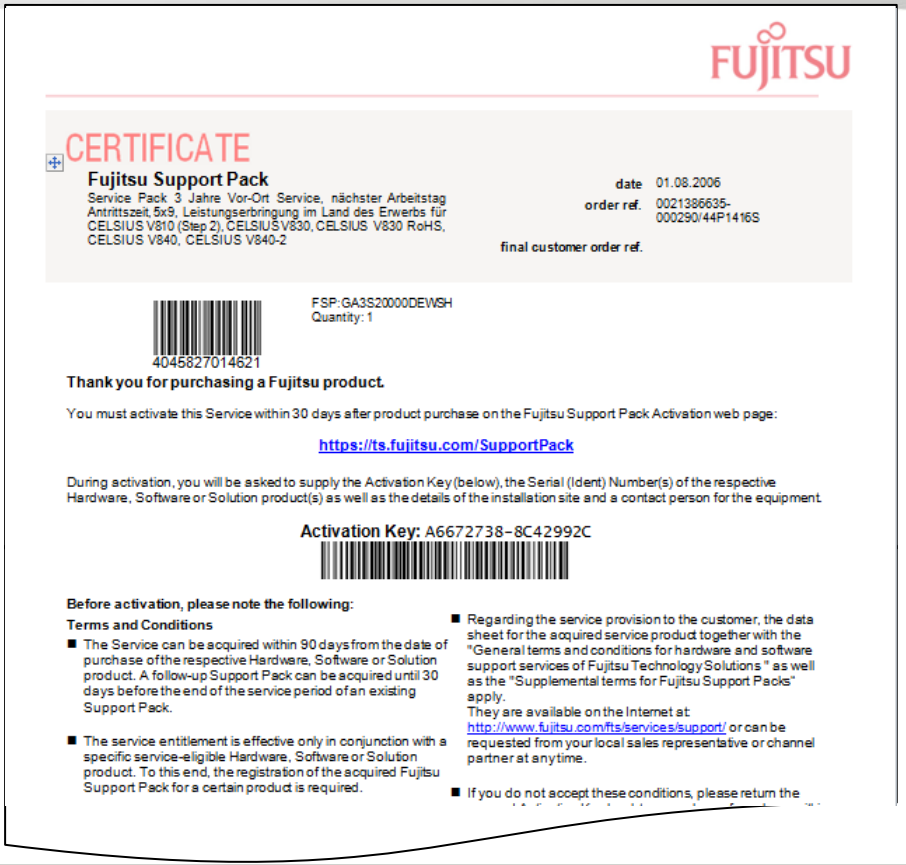
Support Pack Certificate

The certificate provides to the customer the information required for the registration process.

It is usually provided to the customer

- by email, if an email address is logged in the purchase order
- or otherwise by normal mail

In case of questions regarding the registration process:
Contact details valid for the respective country are provided on the certiificate.



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CERTIFICATE

Fujitsu Support Pack

Service Pack 3 Jahre Vor-Ort Service, nächster Arbeitstag Antrittszeit, 5x9, Leistungserbringung im Land des Erwerbs für CELSIUS V810 (Step 2), CELSIUS V830, CELSIUS V830 RoHS, CELSIUS V840, CELSIUS V840-2

date 01.08.2006

order ref. 0021386635-0002901/44P1416S

final customer order ref.

FSP:GA3S20000DEWSH
Quantity: 1

4045827014621

Thank you for purchasing a Fujitsu product.

You must activate this Service within 30 days after product purchase on the Fujitsu Support Pack Activation web page:

https://ts.fujitsu.com/SupportPack

During activation, you will be asked to supply the Activation Key (below), the Serial (Ident) Number(s) of the respective Hardware, Software or Solution product(s) as well as the details of the installation site and a contact person for the equipment.

Activation Key: A6672738-8C42992C

Before activation, please note the following:

Terms and Conditions

- The Service can be acquired within 90 days from the date of purchase of the respective Hardware, Software or Solution product. A follow-up Support Pack can be acquired until 30 days before the end of the service period of an existing Support Pack.
- The service entitlement is effective only in conjunction with a specific service-eligible Hardware, Software or Solution product. To this end, the registration of the acquired Fujitsu Support Pack for a certain product is required.
- Regarding the service provision to the customer, the data sheet for the acquired service product together with the "General terms and conditions for hardware and software support services of Fujitsu Technology Solutions " as well as the "Supplemental terms for Fujitsu Support Packs" apply.
  They are available on the Internet at:
  http://www.fujitsu.com/fts/services/support/ or can be requested from your local sales representative or channel partner at anytime.
- If you do not accept these conditions, please return the

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Individual Registration – Overview (1)

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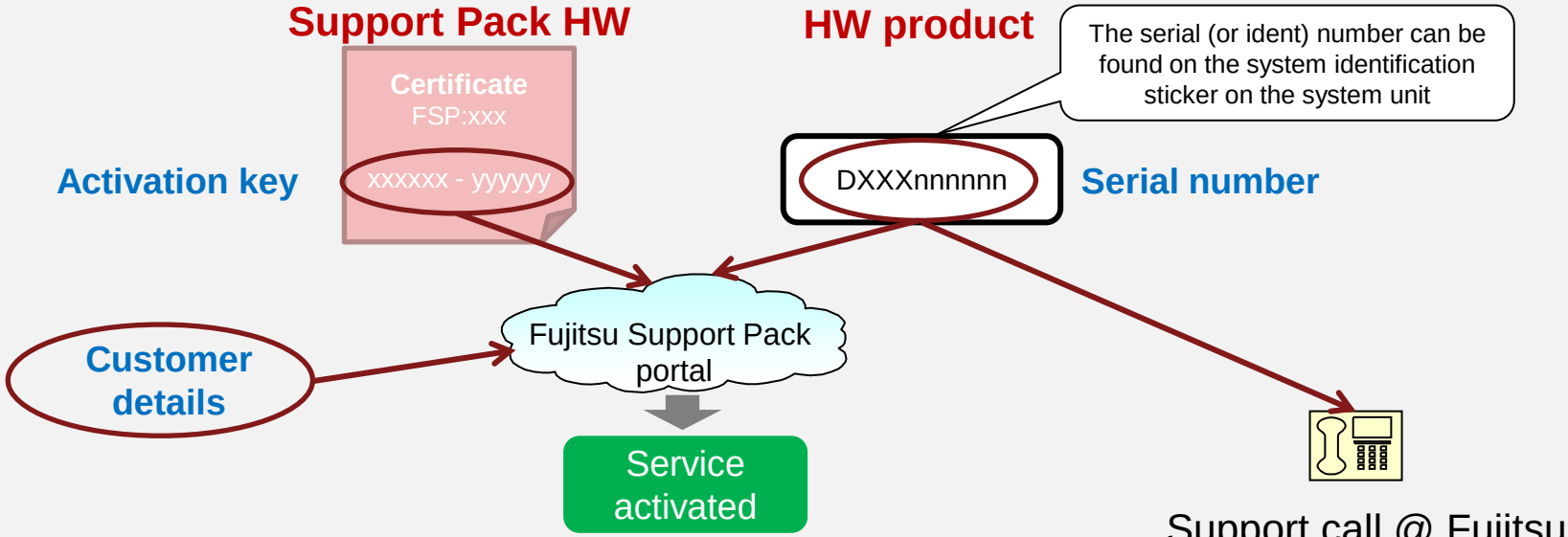
Registration of Support Pack Hardware



Thereafter and until the end of the contracted service period, the customer can log support calls with Fujitsu

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Individual Registration – Overview (2)

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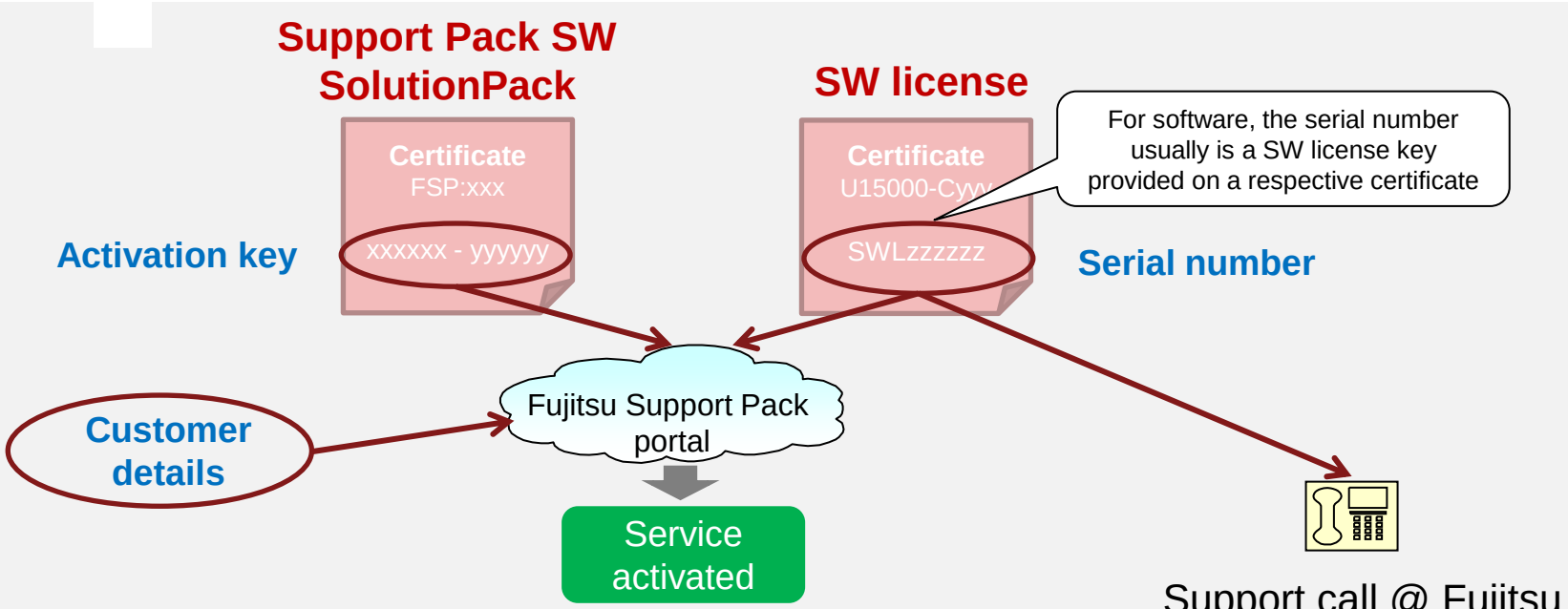
Registration of Support Pack Software & SolutionPack



Thereafter and until the end of the contracted service period, the customer can log support calls with Fujitsu

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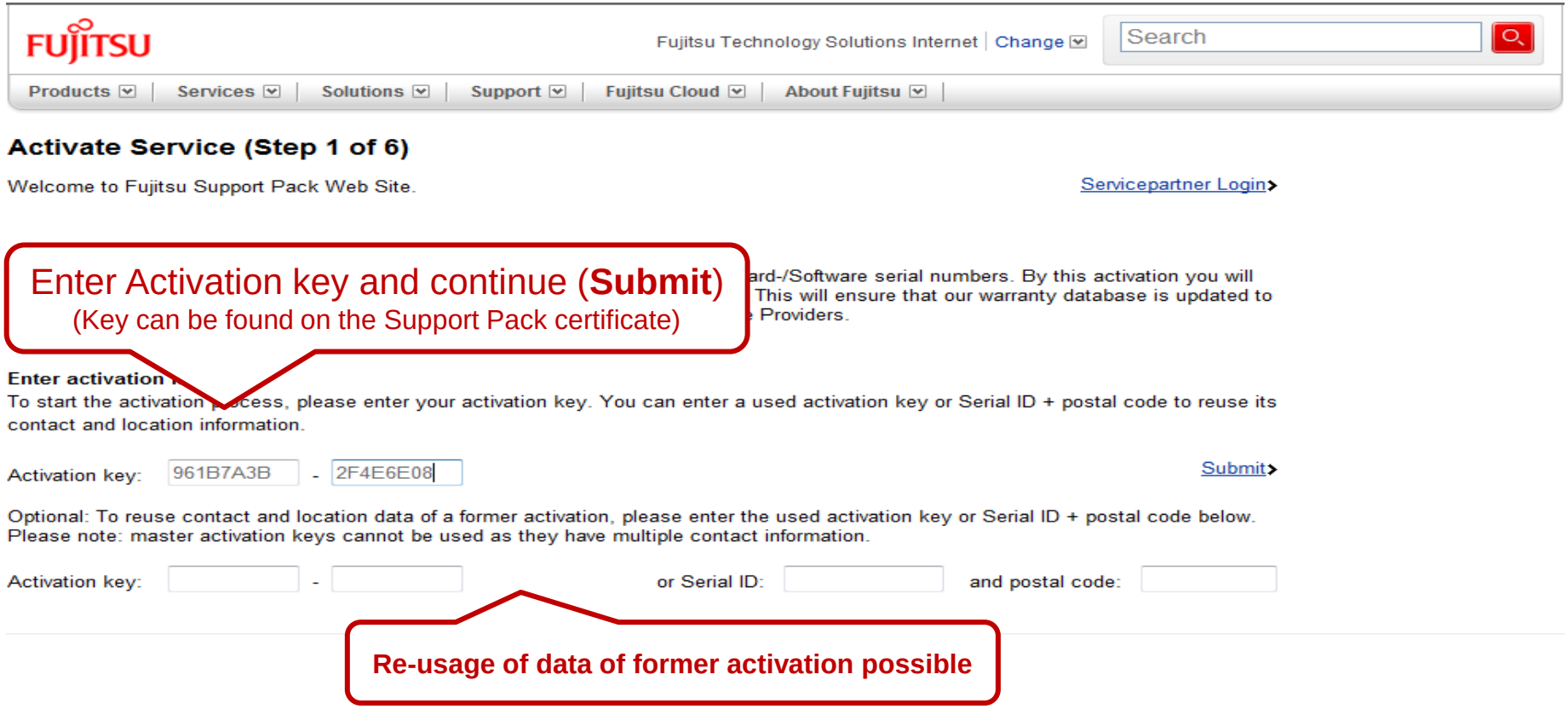
Individual Registration – Step 1



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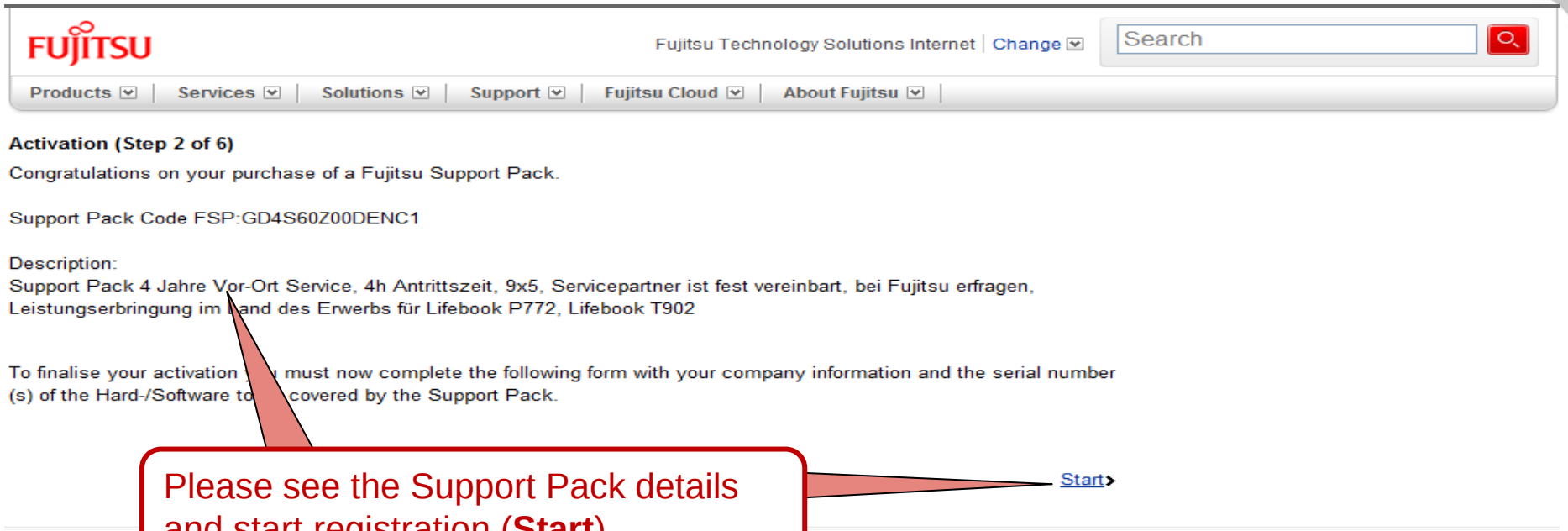
Individual Registration – Step 2



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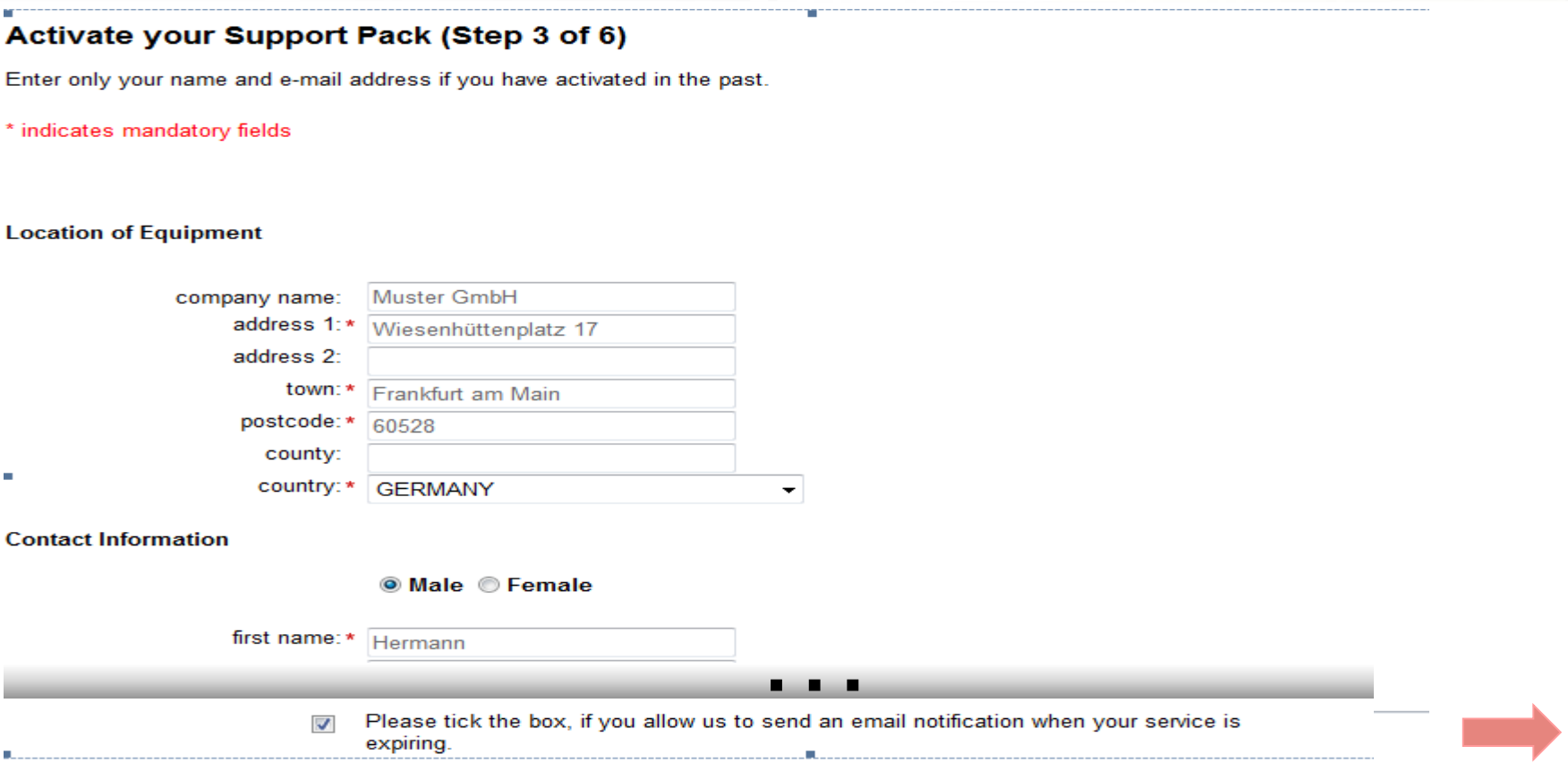
Individual Registration – Step 3



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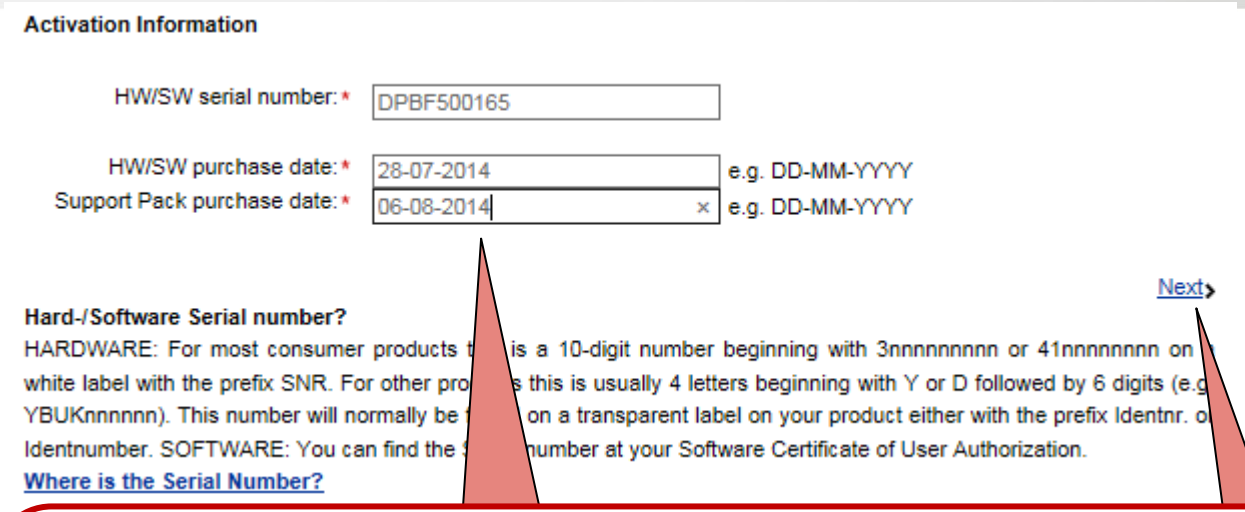
Individual Registration – Step 3 (cont‘d)



Enter

- location and contact details (previous screen shot)
- HW serial number or SW license key (or equivalent)
- date of purchase order of HW/SW product and Support Pack HW/SW
  (can be found on the respective Delivery Note)

and continue (**Next**)

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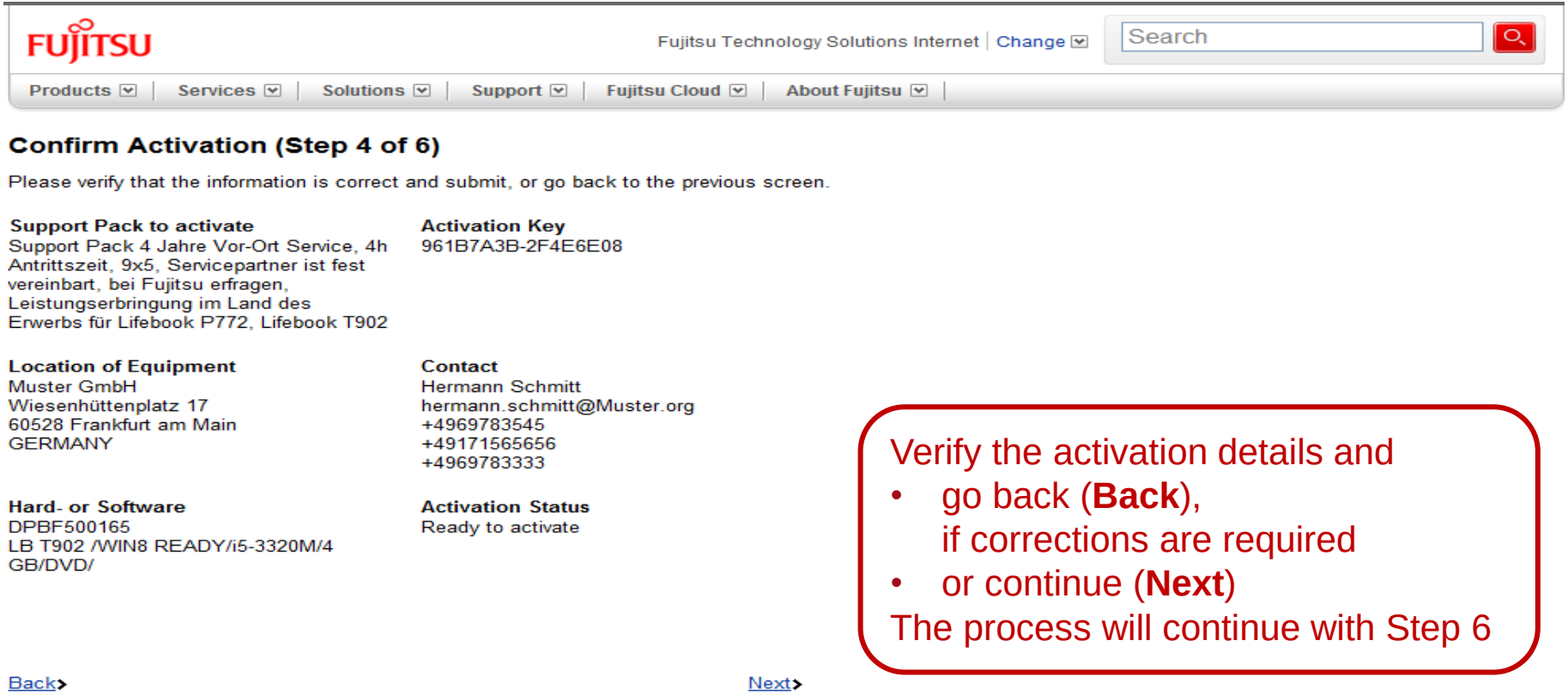
Individual Registration – Step 4



Verify the activation details and

- go back (**Back**), if corrections are required
- or continue (**Next**)

The process will continue with Step 6

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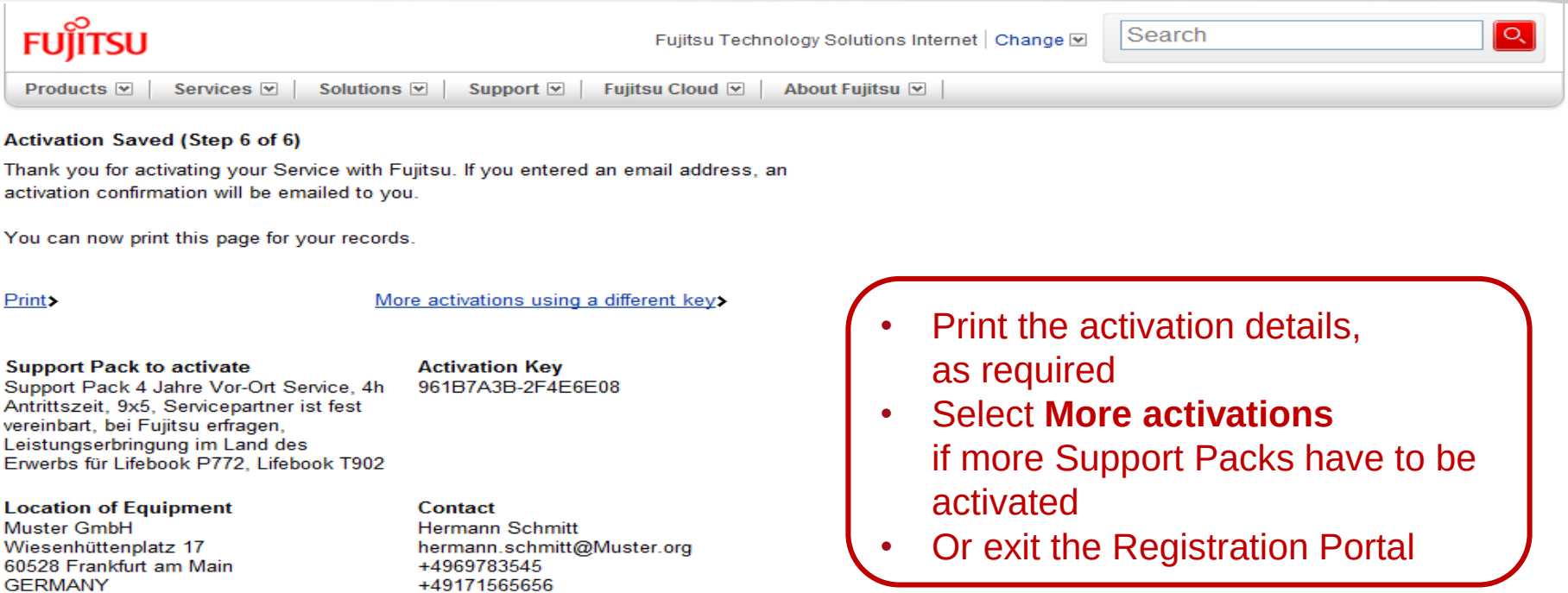
Individual Registration – Step 6



- Print the activation details, as required
- Select **More activations** if more Support Packs have to be activated
- Or exit the Registration Portal

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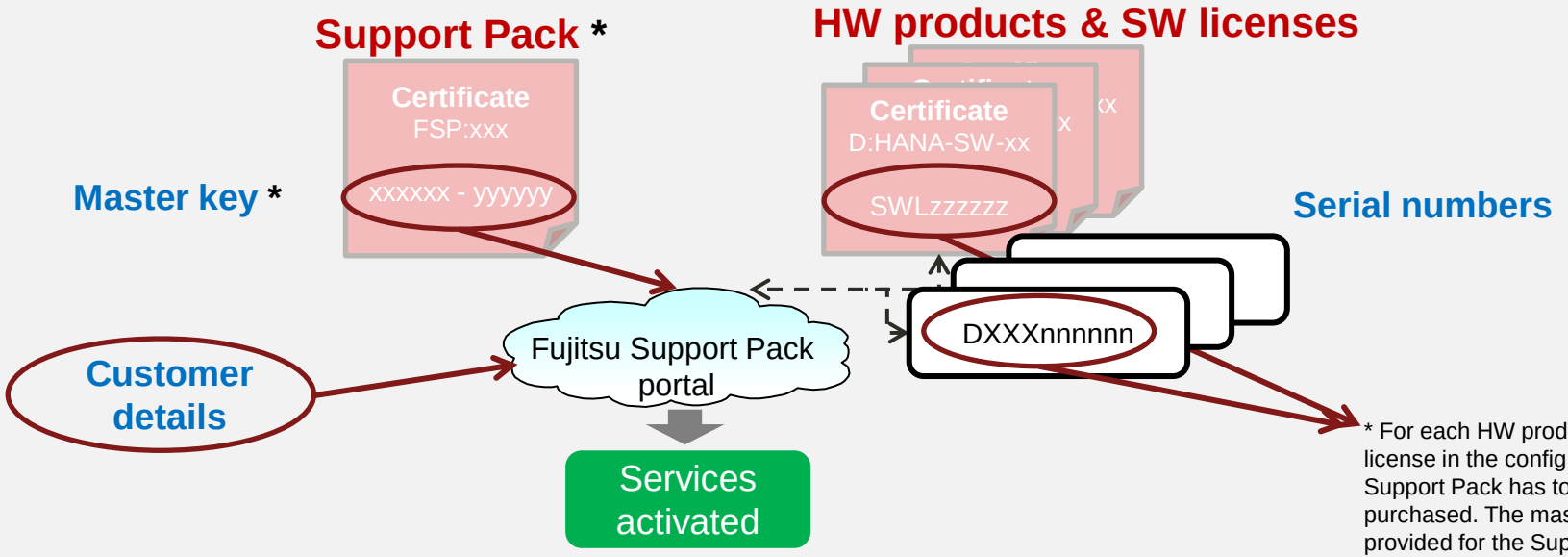
Bulk Registration – Overview

For orders containing an infrastructure configuration and the corresponding Support Packs, the respective serial numbers are identified automatically during the registration process



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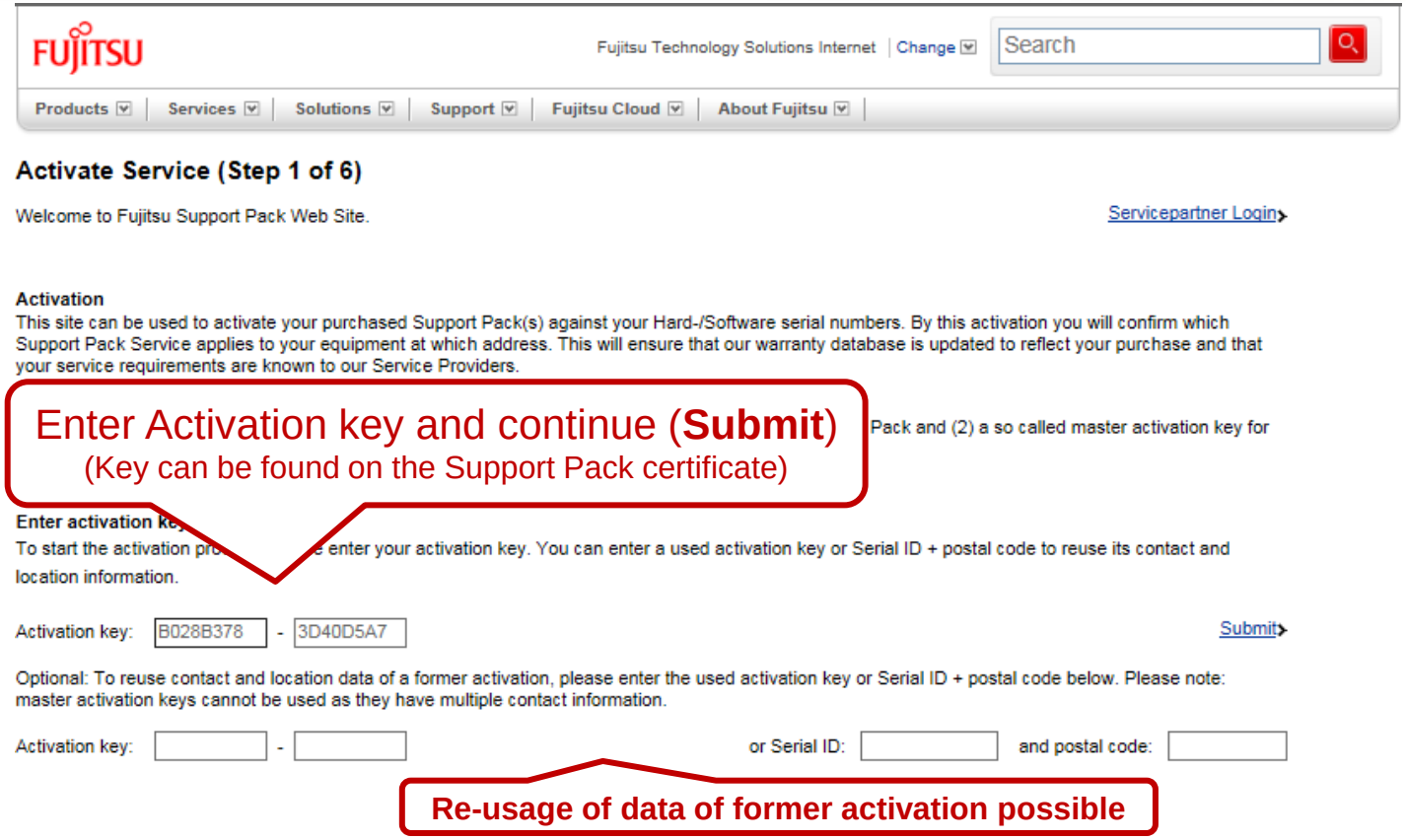
Bulk Registration – Step 1



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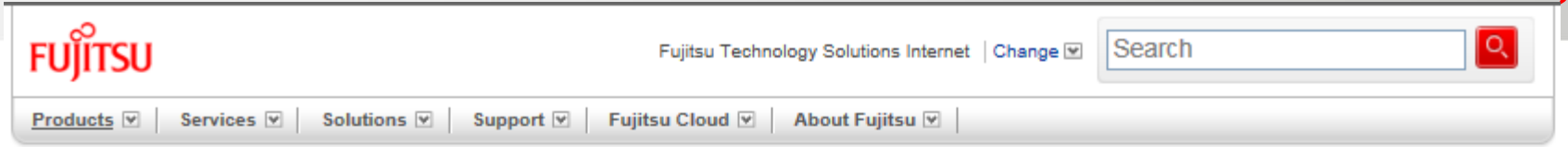
Bulk Registration – Step 2



Activation (Step 2 of 6)

Congratulations on your purchase of a Fujitsu Solution Support Pack.

Solution Identifier Support Pack Code: FSP:G-O03HS80PRHP1

SolutionPack order code: 0002964457

Description:
SolutionPack 3 years Fujitsu Power Appliance for SAP HANA - Base license, 2h remote response, 9x5, service partner specified, contact Fujitsu for FJ Power Appliance SAP HANAfor FJ Power Appliance SAP HANA

Total number of Support Packs to be registered (including SolutionPack): **12**
Please note: You have received a master key for a Solution Registration. The delivered Solution configuration includes several hardware and/or software products for which a service activation is needed. In the following a complete list of serial numbers for the delivered configuration is required.

To finalize your activation you must now complete the following form with your company information. For the Solution Registration the number shown above and the amount of serial numbers for registration must be identical.

Start

System identified an infrastructure configuration including **12** Support Packs. Please see the Support Pack details and start registration (**Start**)

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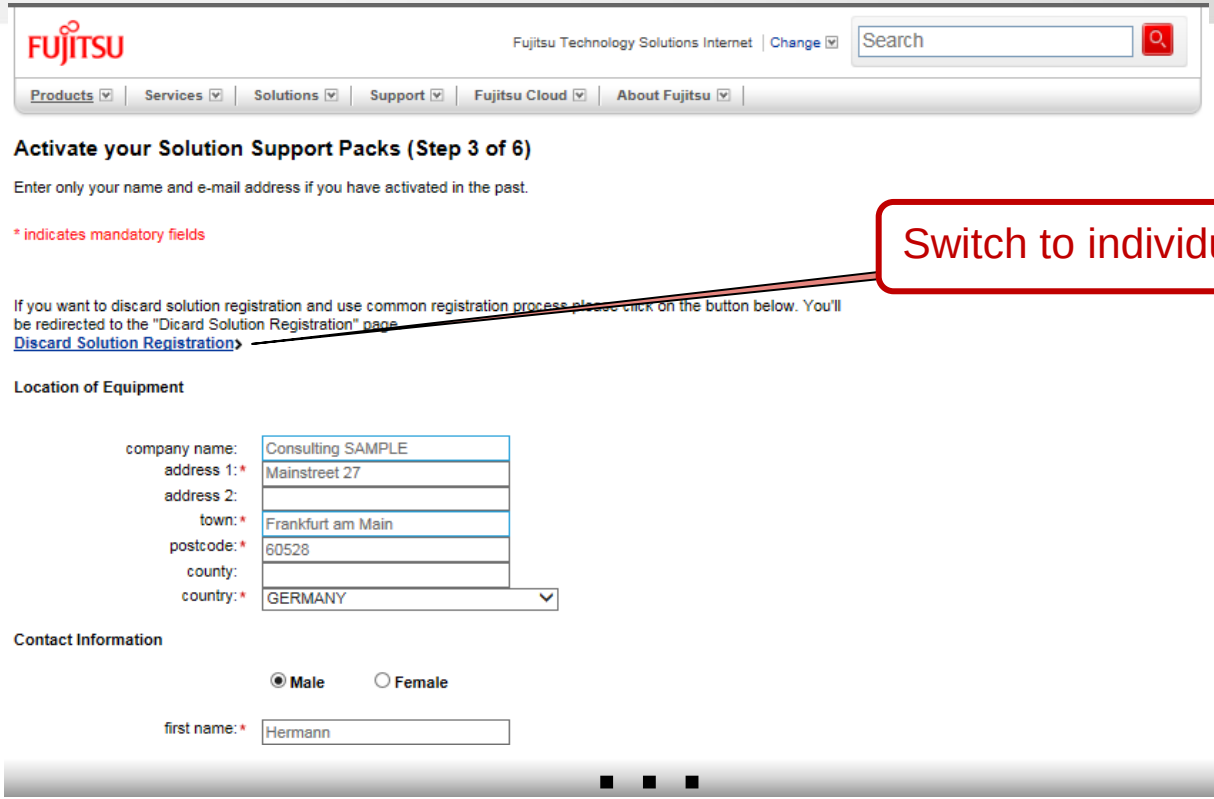
Bulk Registration – Step 3



Switch to individual registration, as applicable

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Bulk Registration – Step 3 (cont‘d)

Solution Packs Information

Support Pack WarCode	Serial Number
FSP:GA3S60000DEPX6	YLTR000017
FSP:GA3S60000DEPX6	YLTR000018
FSP:GA3S60Z00DEPY3	YLNV000002
FSP:GD3S60Z00DES35	YLJ00000002
FSP:G-SS3BR00PRV08	SWL0197301
FSP:G-SS3RF60PRRC1	SWL0197303
FSP:G-SE3FA60PRL63	NO851EE8384E1750
FSP:G-SE3FA60PRL63	NO93F9AE9A14E430
FSP:G-SS3BG00PRV07	SWL0197298
FSP:G-SS3BG00PRV07	SWL0197299
FSP:G-SS3BG00PRV07	SWL0197300
FSP:G-SS3A560PRV08	SWL0197302

Next

Hard-/Software Serial number?

HARDWARE: For most consumer products this is a 10-digit number beginning with 3nnnnnnnnn or 41nnnnnnnn on a white label with the prefix SNR. For other products this is usually 4 letters beginning with Y or D followed by 6 digits (e.g. YBUKnnnnnn). This number will normally be found on a transparent label on your product either with the prefix Identnr. or Identnumber. SOFTWARE: You can find the Serial number at your Software Certificate of User Authorization.

Where is the Serial Number?

The identified HW serial numbers and SW license keys to be registered are provided automatically

Enter location and contact details (previous screen shot) and continue (**Next**)

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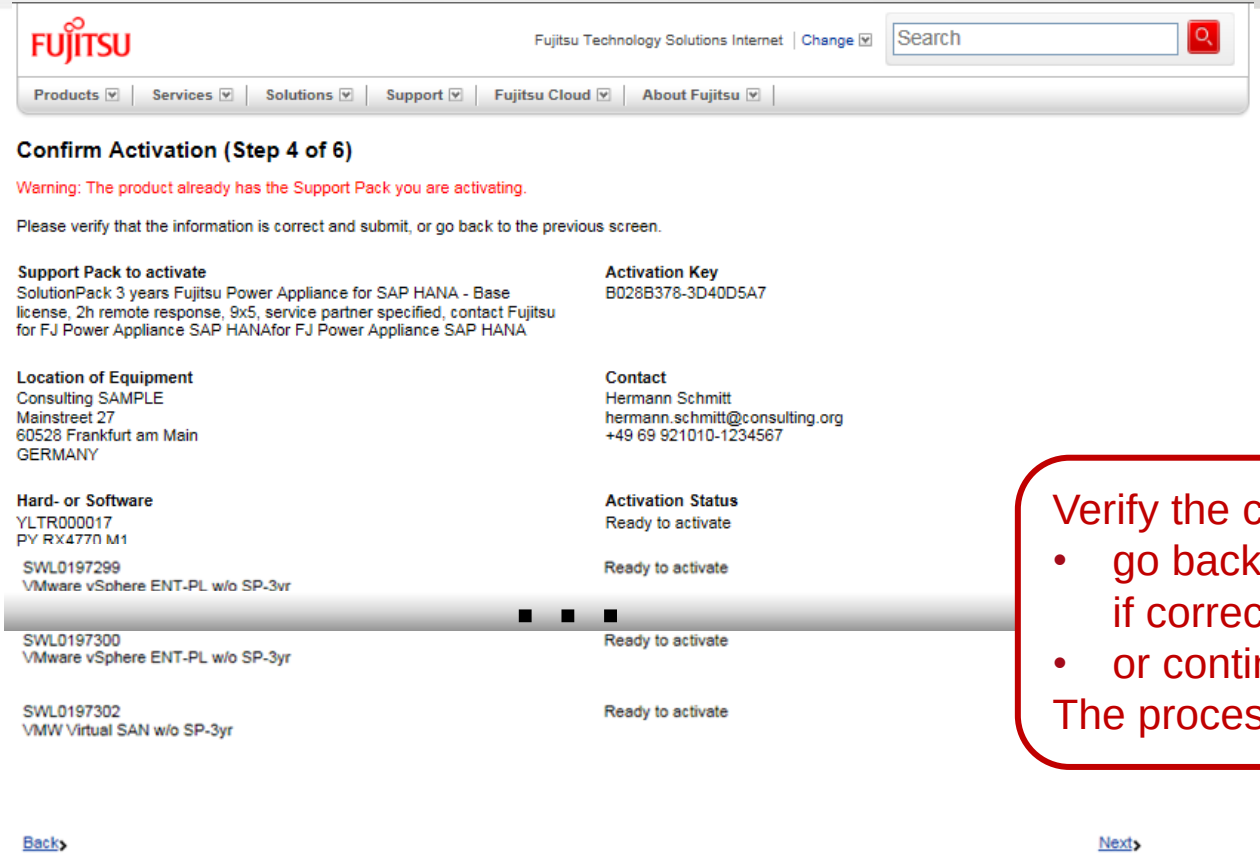
Bulk Registration – Step 4



Verify the contact details and

- go back (**Back**), if corrections are required
- or continue (**Next**)

The process will continue with Step 6

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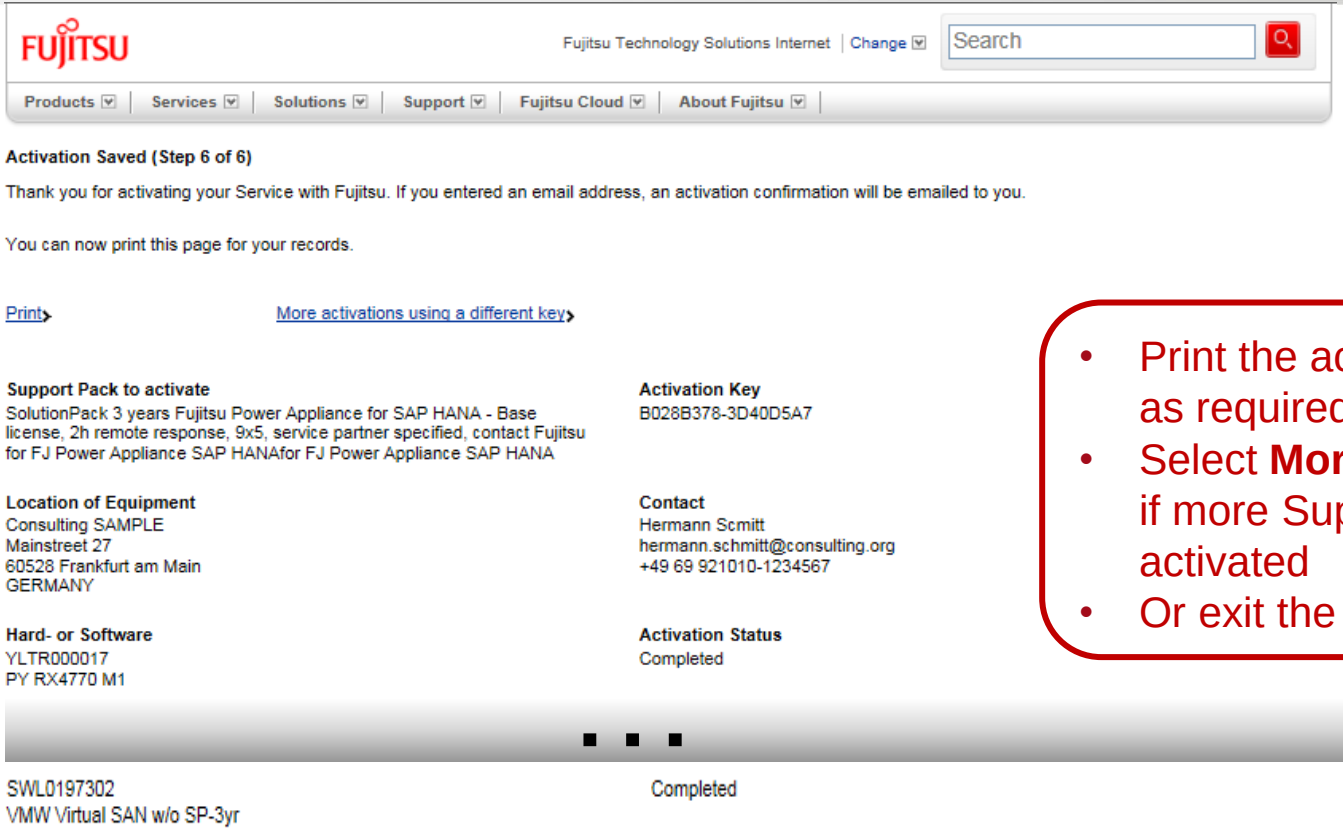
Bulk Registration – Step 6



- Print the activation details, as required
- Select **More activations** if more Support Packs have to be activated
- Or exit the Registration Portal

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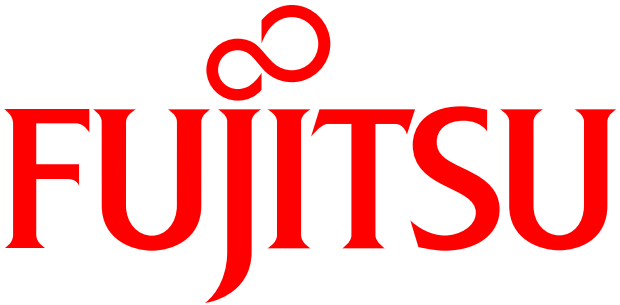

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